THAT WHICH IS CLAIMED IS:

1.   A method of tracking calls received within a call center comprising the steps of:

receiving a call within a call center switch that is connected to a call center via a Host Interface Link (HIL), said call center having an automatic call distributor (ACD) server and interactive voice response (IVR) server that is functionally integrated with the ACD server;

routing the call to the IVR server of the call center and soliciting responses from the caller to determine a requested type of service and what skills are required for answering a call;

determining within the call center a route request based on an HIL protocol that includes a new extension number and HIL messages; and

routing the call based on the route request back to the call center and to an agent via the ACD server and HIL link such that the call can be tracked while in the call center and in queue.

2.   A method according to Claim 1, and further comprising the step of specifying within an HIL link failure timer the period of time that an HIL link will queue messages after a link has failed.

3.   A method according to Claim 1, and further comprising the step of defining an HIL message format with a function code, process code, and message data field.

4.   A method according to Claim 1, and further comprising the step of prioritizing a call based on one of at least number dialed (DNIS), number dialed from (ANI), and length of time a call is in queue.

5.   A method according to Claim 1, and
further comprising the step of routing the call to an
agent that has the highest proficiency level for the
skills required for answering the call based on the
5   requested type of service.

6.   A method according to Claim 1, wherein
if the agent that has the highest proficiency level is
not available to receive the call, then routing the
call to agents with selectively lower proficiency
5   levels.

7.   A method of tracking calls received
within a call center comprising the steps of:
        establishing the skills that will be
available within the call center by inputting skills
5   data, including a listing of skills and proficiency
levels for each skill, via an automatic call
distributer (ACD) manager;
        setting up agents that are used within the
call center by listing each agent within the ACD
10   manager and selectively mapping skills to each
individual agent via the ACD manager and corresponding
to what types of skills the agent possesses;
        receiving a call within a call center switch
that is connected to the call center via a Host
15   Interface Link (HIL), said call center having an
automatic call distributor (ACD) server and interactive
voice response (IVR) server that is functionally
integrated with the ACD server;
        routing the call to the IVR server of the
20   call center and soliciting responses from the caller to
determine a requested type of service and what skills
are required for answering a call;

determining within the call center a route
request based on an HIL protocol that includes a new
25   extension number and HIL messages; and

routing the call based on the route request
back to the call center and to an agent via the ACD
server and HIL link such that the call can be tracked
while in the call center and in queue.

8.   A method according to Claim 7, and
further comprising the step of specifying within an HIL
link failure timer the period of time that an HIL link
will queue messages after a link has failed.

9.   A method according to Claim 7, and
further comprising the step of defining an HIL message
format with a function code, process code, and message
data field.

10.   A method according to Claim 7, and
further comprising the step of prioritizing a call
based on one of at least number dialed (DNIS), number
dialed from (ANI), and length of time a call is in
5   queue.

11.   A method according to Claim 7, and
further comprising the step of routing the call to an
agent that has the highest proficiency level for the
skills required for answering the call based on the
5   requested type of service.

12.   A method according to Claim 7, wherein
if the agent that has the highest proficiency level is
not available to receive the call, then routing the
call to agents with selectively lower proficiency
5   levels.

13. A method of tracking calls received within a call center comprising the steps of:

receiving a call within a call center switch that is connected to a call center via a Host Interface Link (HIL), said call center having an automatic call distributor (ACD) server and interactive voice response (IVR) server that is functionally integrated with the ACD server, and a structured query language (SQL) server that stores data relating to call routing;

routing the call to the IVR server of the call center and soliciting responses from the caller to determine a requested type of service and what skills are required for answering a call;

determining within the call center a route request based on an HIL protocol that includes a new extension number and HIL messages; and

routing the call based on the route request back to the call center and to an agent via the ACD server and HIL link such that the data can be updated via the SQL server and a call can be tracked while in the call center and in queue.

14. A method according to Claim 13, and further comprising the step of specifying within an HIL link failure timer the period of time that an HIL link will queue messages after a link has failed.

15. A method according to Claim 13, and further comprising the step of defining an HIL message format with a function code, process code, and message data field.

16. A method according to Claim 13, and further comprising the step of prioritizing a call based on one of at least number dialed (DNIS), number dialed from (ANI), and length of time a call is in queue.

17.   A method according to Claim 13, and further comprising the step of routing the call to an agent that has the highest proficiency level for the skills required for answering the call based on the

5   requested type of service.

18.   A method according to Claim 13, wherein if the agent that has the highest proficiency level is not available to receive the call, then routing the call to agents with selectively lower proficiency

5   levels.